

Step-by-Step Process for Indiana and Ohio New Construction

GAS & ELECTRIC



STEP 1 Order Intake and Initiation



STEP 2 Planning Design

- Submit your request for installation of the new CenterPoint Energy meter(s) and services as close to the date of ground breaking as possible for new construction; or if converting to natural gas, after you have spoken to a licensed plumber or heating & air specialist. Please note there may be a cost to install the services depending on the project scope. Contact a CenterPoint Energy New Service Representative at **1-800-990-1930** or **NewService@CenterPointEnergy.com** if you have any questions while completing your request.
- Our preferred and the most convenient method of applying is our online Builder Portal at **CenterPointEnergy.com/builder**. You can also download a pdf at **Midwest.CenterPointEnergy.com/service/start/connect** or contact **1-800-990-1930**.
- Electric customers that need temporary service should also apply for permanent service at this time.
- After the initial contact is made, commercial and industrial customers will receive an email with a form to complete regarding their expected usage/load. Please send completed load sheet to your designated sales representative. **See map on page three for sales representative territory coverage.**

• **Formal design requirements**

If formal design is required, the lead time for installing gas and electric facilities may be longer. Formal design is required if one or more of the following conditions are met:

Natural gas

- » Total connected load over 900 CFH (cubic feet per hour) at standard delivery pressure (1 CFH = 1,000 BTUs)
- » Total connected load over 1390 CFH at 2 psig delivery pressure
- » Multi metered exceeds 1390 CFH
- » Natural gas main extension required
- » Easement/permits required
- » Any service off a high pressure line (farm taps)
- » Length of service over 1000 feet

Electric

- » Greater than 400 amps
- » 3 Phase
- » If it requires more than one pole to be set
- » Easements/permits required
- » Length of service over 200 feet

- If a formal design is required, our engineering department may contact you to discuss and/or schedule a site visit meeting to discuss the location of the meter(s), the service line route, the load sheet and easements.
- If an easement is required, you are responsible for providing the deed to the engineer that scheduled your site visit.





STEP 3 Customer Contribution

- If a customer contribution is associated with your construction project, you will be contacted by phone or email and provided a quote. You must respond and approve any costs before we are able to proceed.
- If an easement is required, you will be asked to sign the easement documentation at this time.
- If neither a customer contribution nor an easement are required, the work order will automatically proceed to the next phase.



STEP 4 Site Ready

- Installation site-ready checklist:
 - » Site must be within 6" final grade
 - » Basement/foundation in and backfilled
 - » Gas service install-meter location(s) meets code and is marked or stubbed
 - » Clear 8' wide path
 - » Electric service install-meter socket(s) and riser installed
 - » Clearly mark/stake the location of all private underground utilities located on your property
- Report site ready options:
 - » Contact New Service Center at **1-800-990-1930**
 - » Email New Service at **NewService@CenterPointEnergy.com**
 - » Electronic form - **CenterPointEnergy.com/ReadyForService**



STEP 5 Construction

- The average time from application received to construction completion is 4-6 weeks pending weather conditions, road restrictions, permitting requirements, property site ready and required permits have been obtained.



STEP 6 Set Meter

- **Meter sets and inspections**
CenterPoint Energy may not install and/or connect meter(s) at time of service installation. Before we can connect you to CenterPoint Energy's natural gas and/or electric system, an inspection from your city or county may be required.
- If you are in an area that requires an inspection (see list below), you are responsible for contacting the county or city to set up the inspection. The inspector will contact CenterPoint Energy when the inspection is complete. If your area does not require a county inspection, contact CenterPoint Energy at to have a meter(s) installed once your plumber and/or electrician have completed their work.
- All areas in Ohio require inspection. The following Indiana counties require an inspection:
 - » Posey County (gas and electric)
 - » Vanderburgh County (gas and electric)
 - » Spencer County (gas and electric)
 - » Warrick County (gas and electric)
- If your requested service installation date or site ready date changes, please contact CenterPoint Energy at **1-800-990-1930**.
- A credit check and deposit may also be required before meter(s) are connected.

CenterPoint Energy Residential and Commercial Sales Department



INDIANA ACCOUNT MANAGERS

- Jay Boser (Trade Ally and Piping Assistance)**
(317) 260-5477 | Jay.Boser@centerpointenergy.com
- Joel Boser (SB560)**
(812) 948-4902 | Joel.Boser@centerpointenergy.com
- Kim Kelly (Multi-family)**
(317) 736-2915 | Kim.Kelly@centerpointenergy.com
- Dan Brown**
(317) 314-0719 | Daniel.Brown@centerpointenergy.com
- Ann-Marie Schapker (Gas and Electric)**
(812) 491-4604 | Ann-Marie.Schapker@centerpointenergy.com
- Emily Henderson**
(317) 776-5518 | Emily.Henderson@centerpointenergy.com
- Jennifer Whitfield (Gas and Electric)**
(812) 491-4191 | Jennifer.Whitfield@centerpointenergy.com

INDIANA BUILDERS

- David Weekly, Dr. Horton, MI Homes, Olthof, Trade Ally, Piping Assistance
- SB 560
- Estridge, Lennar, Pulte, Multi-family
- Beazer, Davis Homes, Drees, Fischer, Ryan
- Arbr, Pyatt, Majestic, Tempest

OHIO ACCOUNT MANAGERS

- Randy Cech** (Troy, Dayton West and Bellefontaine)
(937) 440-1830 | Randy.Cech@centerpointenergy.com
- Taylor Hook** (Centerville, Fairborn and Washington Court House)
(937) 312-2535 | Taylor.Hook@centerpointenergy.com

